

Chapter 8

Managing the server

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Accessing Windows NT Administrative Tools

To access a Windows NT administrative tool

- 1 Log on to the server as Administrator.
- 2 Choose Start → Programs → Administrative Tools (Common), and select the tool you want to run.

List of Administrative Tools

The following tools are among those available from the Windows NT Administrative Tools menu:

- Backup
- Disk Administrator
- Event Viewer
- Performance Monitor
- User Profile Editor
- User Manager
- Server Manager
- Windows NT Diagnostics

For more information, consult your Windows NT documentation.

Shutting down or restarting the server

Introduction

Follow the procedures in this section to shut down the Symposium Call Center Server properly.



CAUTION

Risk of file corruption

Do not press the power button on the front of the server to shut down your system as this can result in

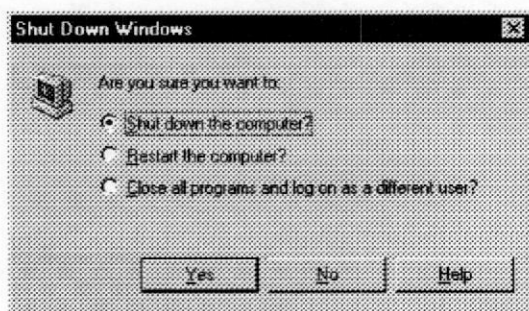
- file corruption
- failure to deacquire resources
- loss of statistics for the current interval

Always use the procedure described in this section to shut down the server.

To shut down or restart the Symposium Call Center Server

- 1 From the Windows Start menu, choose Shutdown.

Result: The Shut Down Windows dialog box appears.



- 2 To turn off the server, select Shut down, or to restart the server, select Restart. Then click Yes.

Result: If you are shutting down the server, the Symposium Call Center Server shuts down and powers off. If you are restarting the server, the server shuts down and then begins starting up.

ATTENTION

If you are going to work on the inside of the server, follow safety precautions described in the *Meridian Application Server Installation and Maintenance Guide* for your hardware platform.

Managing the date and time

Meridian 1 switch

The server makes adjustments to stay synchronized with the switch time. If you attempt to change the date and time on the server, the server automatically adjusts the time back to stay synchronized with the switch. As a result, only the switch administrator can change the date and time.

For more information, refer to the *Nortel Networks Symposium Call Center Server Symposium, M1, and Voice Processing Guide*.

Example: Change from daylight saving to standard time

During a time change from standard time to daylight saving time or from daylight saving time to standard time, the following events occur:

- Windows NT on the server automatically adjusts the time.
- Within ten minutes, the server changes the time back to ensure that it is synchronized with the switch time.

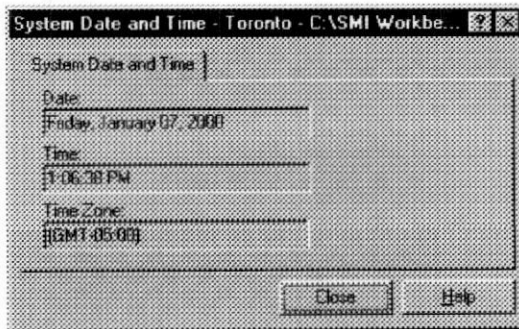
Notes:

- After a change to or from daylight saving time, you must restart the server.
- During the interval between the automatic time changes, the time on real-time displays and in reports is incorrect (for example, the end times of calls in progress might be earlier than their start times).

To view the system date, time, and time zone from the client PC

- 1 From the SMI window, double-click the time at the bottom right corner of the SMI window.

Result: The System Date and Time property page appears.



- 2 Click Close to return to the SMI window.

To view the system date, time, and time zone from the client PC, click the **System Date and Time** icon in the bottom right corner of the taskbar. The **System Date and Time** window appears.

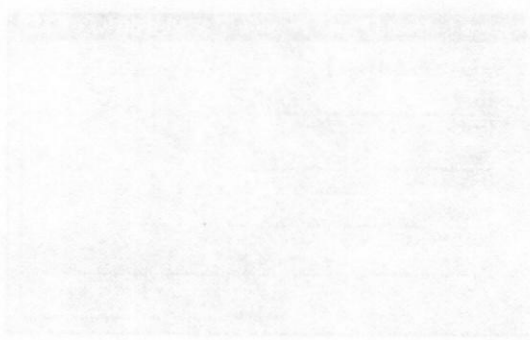


Figure 2-1: The System Date and Time window

Chapter 13

Using server utilities

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Overview

Introduction

Symposium Call Center Server utilities are automatically installed when you install the Symposium Call Center Server. These utilities allow you to perform system operations not available within Symposium Call Center Server.

You can access the server utilities from the Windows Start menu by choosing Programs → Symposium Call Center Server.

Utility name and function overview

Utility name	Function
Computer Name Sync	Updates the computer name in the Symposium Call Center Server database.
Configuration (Nbconfig)	Enables you to add and modify site information for a Symposium Call Center Server network.
Database Restore	Restores the database from a backup tape.
DMI View	Shows the software suites that are managed by the Database Management Interface (DMI) and related information. It also allows you to view and remove Product Enhancement Packages (PEPs) installed on the system.
Feature Report	Enables you to view and modify switch parameters. It also enables you to view other system information and a list of installed features.
Migration	Allows you to obtain system information in preparation for restoring a full system or migrating to another hardware platform. See "Recovering the complete system" on page 365, or the <i>Migration Guide</i> for detailed instructions.

Utility name	Function
Registry Maintenance	Performs a registry comparison. This utility enables you to check for any corruption or change in the registry.
Shutdown/Startup (separate utilities)	Shuts down and starts up certain Symposium Call Center Server services. This is required for some maintenance and troubleshooting activities.
System information	Shows particulars about the Symposium Call Center Server system, such as names, IP addresses, and system numbers.
Uninstall	Lets you uninstall the Symposium Call Center Server application.

Computer Name Sync

Introduction

If you change the computer name after installing the Symposium Call Center Server, use this utility to synchronize the Symposium Call Center Server name and the current computer name.

Notes:

- This utility also updates the DNS Host Name to match the new computer name.
- This utility does not change the database's name. Make sure you keep a record of the original name, in case you need to do a full system recovery.

Computer name restrictions

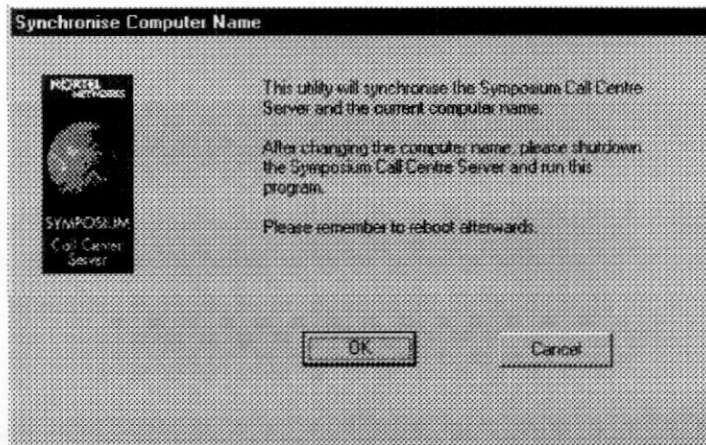
The new computer name must be a single word without spaces, 6 to 15 characters long. Letters, numbers, a hyphen, and a dash are allowed.

To change the computer name

- 1 First change the new computer name in Windows NT by choosing, from the Windows Start menu, Control Panel → Networks.
- 2 Restart the server.
- 3 From the Windows Start menu, choose Programs → Symposium Call Center Server → Shutdown.

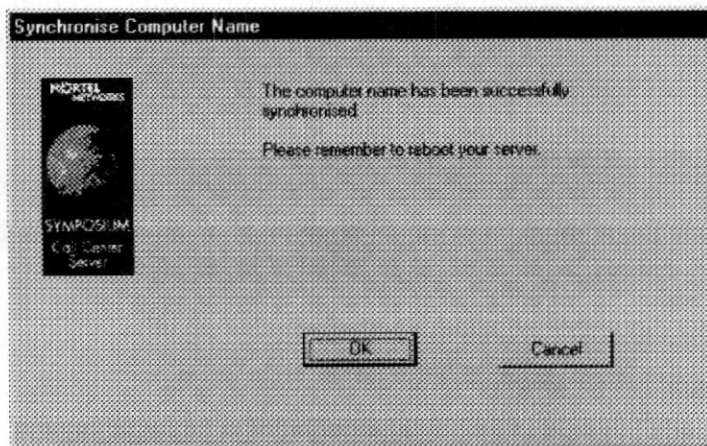
- 4 From the Windows Start menu, choose Programs → Symposium Call Center Server → Computer Name Sync.

Result: The Synchronise Computer Name dialog box appears.



- 5 Click OK.

Result: The utility changes the computer name and displays the following dialog box:



- 6 When this utility finishes, restart the server.

Nbconfig

Introduction

Use the configuration utility (Nbconfig) to perform the following tasks:

- Change the IP address of the server CLAN or ELAN card (see page 445).
- Change the server site name (see page 447).
- Add or remove servers, or change server address information (see page 448).
- Add sites at the NCC (see page 450).

Note: To perform the operations described above, you must start the Configuration utility with the admin access level.

Access levels

Two access levels are available in the Configuration utility: regular and admin. In the regular access level, all information is read-only. In the admin access level, you can make changes.

To start Nbconfig with the regular access level

From the Windows Start menu, choose Programs → Symposium Call Center Server → Configuration.

Result: The Nbconfig window appears showing three tabs:

- Local Machine Settings
- Address Table
- Site Table

To start Nbconfig with the admin access level

- 1 From the Windows Start menu, choose Run.
- 2 Type **nbconfig -admin** and click OK.

Result: The Nbconfig window appears.

Modes

Two modes are recognized within the Configuration utility: server mode and NCC mode. The configuration utility runs in server mode at each Symposium Call Center Server and in NCC mode at the NCC.

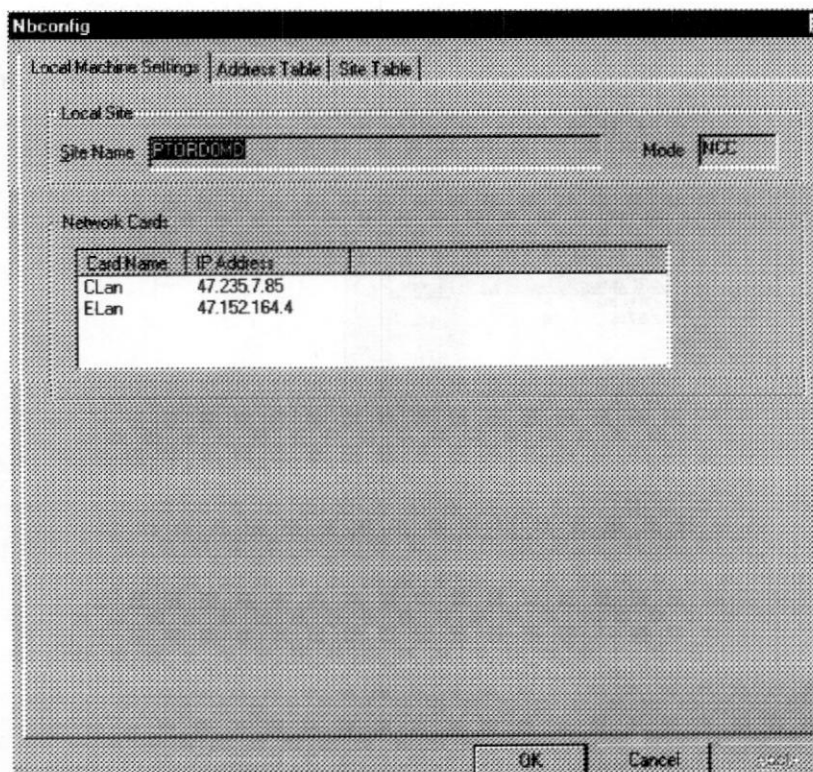
In NCC mode, you cannot add another NCC, enter a duplicate site name, or enter a Name Service IP address other than from the CLAN. In addition, if the new site cannot be connected, the Configuration utility allows you to remove the site.

Note: In NCC mode, you do not need to shut down services to add or delete sites.

Nbconfig property pages

Local Machine Settings

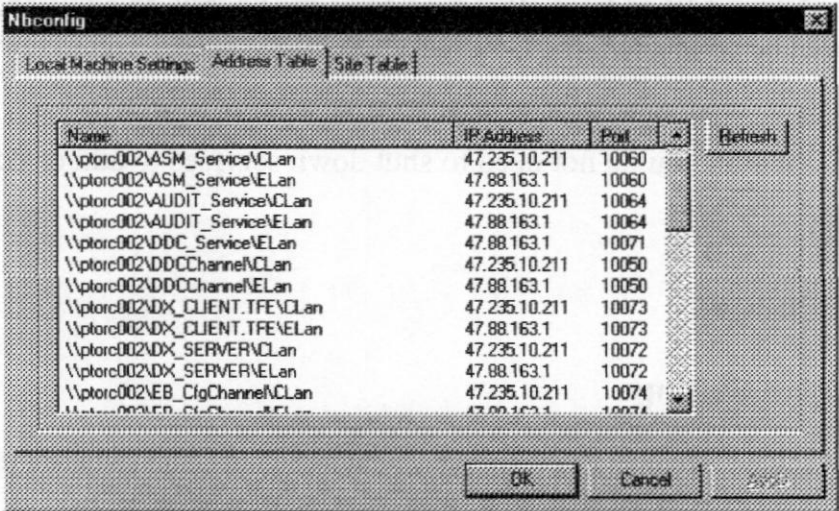
The Local Machine Settings tab displays Local site name and network card IP addresses.



For more information on Nbconfig for the NCC, refer to the *Network Control Center Administrator's Guide*.

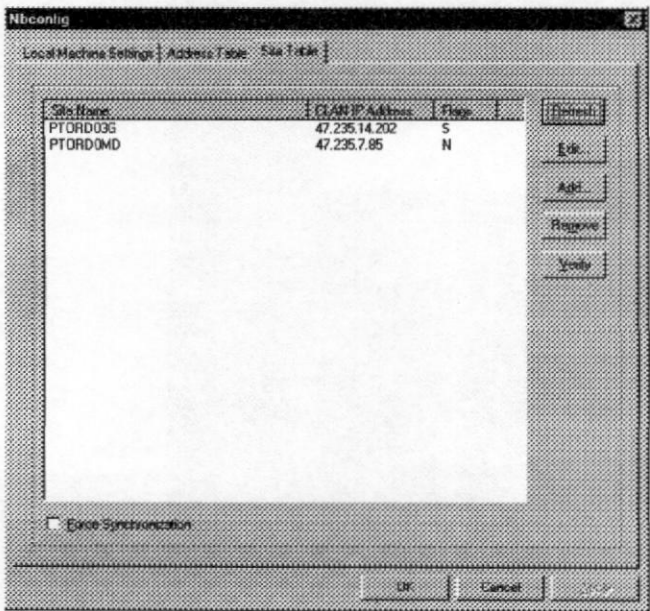
Address Table

The Address Table property page lists the computer name, IP address, and port information of all servers in the network, including the NCC.



Site Table

The Site Table property page lists information about site Names, IP addresses, and flags. In NCC admin mode, you can add sites.



Changing the server IP address or site name

To change the IP addresses on the Symposium Call Center Server, you must make this change in the following places:

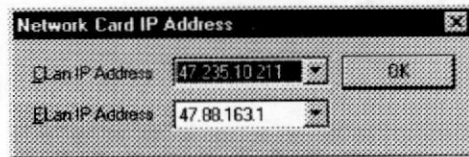
- Change the IP addresses in the Network control panel.
- Change the IP addresses in the Configuration utility (NBCOM).
- If the Symposium Call Center Server is in a network with an NCC, then updates are required in the configuration utility at the NCC.

At installation time, the IP addresses are defined in the Network control panel and then again during the server software installation. All IP addresses must be unique. No further action is required unless you need to change the IP addresses after installation.

To change the server CLAN or ELAN IP address

- 1 Log on to Windows NT as NGenSys.
- 2 Close the SMonW window.
- 3 Shut down all Symposium Call Center Server services (from the Windows Start menu, choose Programs → Symposium Call Center Server → Shutdown).
- 4 Change the CLAN or ELAN IP address using the Network control panel. When the program prompts you to restart the server, click No.
- 5 Change the CLAN or ELAN IP address using the Configuration utility (Nbconfig) as follows:
 - a. From the Windows Start menu, choose Run.
 - b. Type **nbconfig -admin**.
Result: The Edit button on the Local Machine Settings tab is enabled.
 - c. Select the network card for which you want to change the IP address.
 - d. Click Edit.

Result: The Network Card IP Address window appears to allow you to select another CLAN or ELAN IP address from the drop-down list.



e. Make the changes and click OK.

6 Run nicomsetup.

- a. From the Windows Start menu, choose Programs → Command Prompt.
- b. Change to the drive on which Symposium Call Center Server is installed. For example, type **D:** and press Enter.
- c. Type **CD\Nortel\NCCM\bin** and press Enter.
- d. Type **nicomsetup** and press Enter.

Result: The IP address change is completed.

7 Restart the server by choosing, from the Windows Start menu, Shutdown.

8 If the server is in a networking environment (Meridian 1 only), continue as follows:

- a. At the NCC, log on as NGenSys.
- b. From the Windows Start menu, choose Run.
- c. Type **nbconfig -admin**.
- d. Click the Site Table tab.
- e. Select the server for which you changed the IP address, and then click Remove.
- f. Click Add and add the server.
- g. Click Verify.
- h. Click Apply to start synchronization.
- i. From the Symposium Call Center Server Client, choose the site name that has been changed and open the properties for the site.
- j. Do not delete the old IP address and add the new one.

9 If you are changing the IP address of the NCC (Meridian 1 only), continue as follows:

- a. At the NCC, log on as NGenSys.

- b. From the Windows Start menu, choose Run.
- c. Type **nbconfig -admin**.
- d. Click the Site Table tab.
- e. Click Add and add all servers.
- f. Click Verify.
- g. Click Apply to start synchronization.

To change the server site name

- 1 Log on to Windows NT as Administrator.
- 2 Close the SMonW window.
- 3 Shut down all Symposium Call Center Server services (from the Windows Start menu, choose Programs → Symposium Call Center Server → Shutdown).
- 4 Run **nicomsetup**.
 - a. From the Windows Start menu, choose Programs → Command Prompt.
 - b. Change to the drive on which Symposium Call Center Server is installed. For example, type **D:** and press Enter.
 - c. Type **CD\Nortel\CCM\bin** and press Enter.
 - d. Type **nicomsetup** and press Enter.
- 5 Change the server site name, using the Configuration utility (Nbconfig) as follows:
 - a. From the Windows Start menu, choose Run.
 - b. Type **nbconfig -admin**.
Result: The Edit button on the Local Machine Settings tab is enabled.
 - c. Make the desired changes, and then click OK.
- 6 If you are changing the site name of a server in a networking environment (Meridian 1 only), continue with the following:
 - a. Perform a stand-alone site name change on the server.
 - b. At the NCC, log on as Administrator, and from the Windows Start menu, choose Run.

- c. Type **nbconfig -admin**.
 - d. Click the Site Table tab.
 - e. Select the server for which you changed the site name, and then click Remove.
 - f. Click Add and add the server.
 - g. Click Verify.
 - h. Click Apply to start synchronization.
 - i. From the Symposium Call Center Server Client, choose the site name that has been changed and open the properties for the site.
 - j. Modify the site name from the old site name to the new site name and save the changes. Do not delete the old site and add the new site.
- 7 If you are changing the site name of the NCC (Meridian 1 only), continue with the following:
- a. Perform a stand-alone site name change on the NCC.
 - b. At the NCC, log on as Administrator, and from the Windows Start menu, choose Run.
 - c. Type **nbconfig -admin**.
 - d. Click the Site Table tab.
 - e. Click Add and add all servers.
 - f. Click Verify.
 - g. Click Apply to start synchronization.

To add or remove servers or change server address information

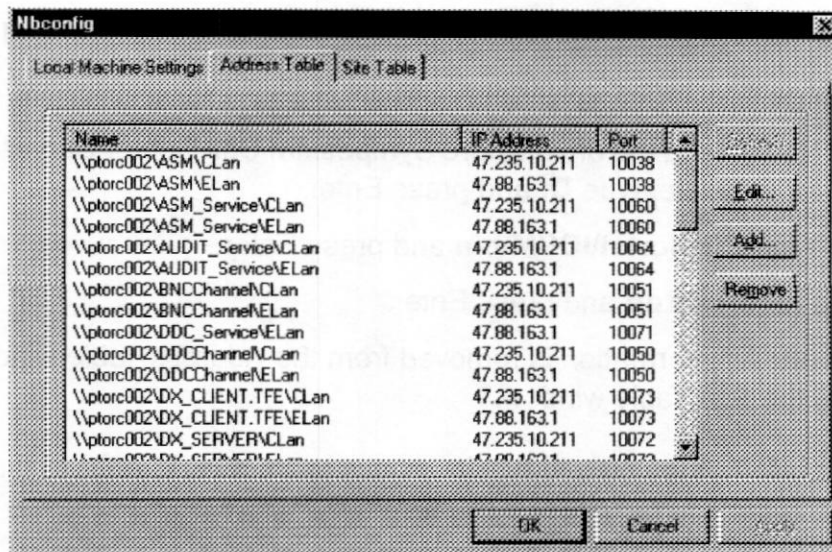
- 1 Log on to Windows NT as Administrator.
- 2 Shut down all Symposium Call Center Server services (from the Windows Start menu, choose Programs → Symposium Call Center Server → Shutdown).

Result: All services are shut down.

- 3 From the Windows Start menu, choose Run and type **nbconfig -admin**.

- 4 Click the Address Table tab.

Result: The Nbconfig window now shows an Edit, Add, and Remove button.



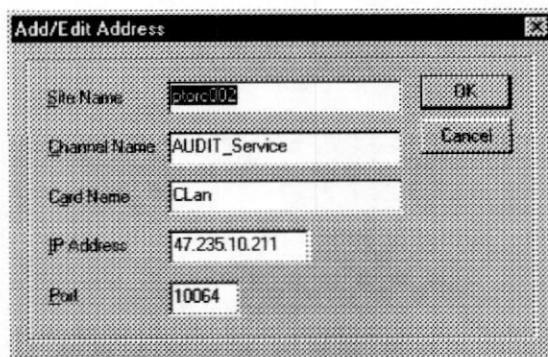
- 5 To remove a server, select it and click Remove.

- 6 To add a server, click Add.

Result: The Add/Edit Address window appears. The boxes in this window are blank. Continue with step 8.

- 7 To change a server, select it and click Edit.

Result: The Add/Edit Address window appears.



- 8 Enter the desired information and click OK.

To run the nicomsetup utility

Run the nicomsetup utility after a site name change to clear information from the Address Table and Site Table window.

- 1 From the Windows Start menu, choose Programs → Command Prompt.
- 2 Change directories to Nortel\CCM\bin.
 - a. Navigate to the drive where Symposium Call Center Server is installed; for example, type **D:** and press Enter.
 - b. Type **CD\Nortel\CCM\bin** and press Enter.
- 3 Type **nicomsetup** and press Enter.

Result: All information is removed from the Address Table window and from the Site Table window.

For more information on adding site names in a network, refer to the *Network Control Center Administrator's Guide*.

To add a site (NCC mode only)

- 1 From the Windows Start menu, choose Run and type **nbconfig -admin**.
- 2 Click the Site Table tab.
- 3 Click Add, and then enter the CLAN IP address of the site you want to add.

For more information on adding site names in a network, refer to the *Network Control Center Administrator's Guide*.

Database Restore

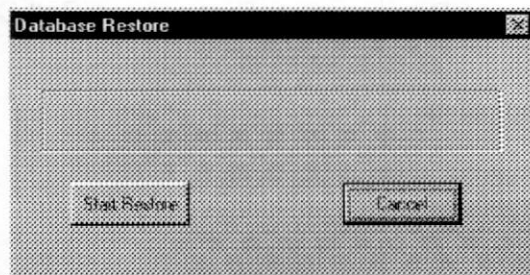
Introduction

Use this utility to restore a corrupted database or to recover an entire system. For detailed instructions, see Section A: "Recovery using a tape backup," on page 359.

To access the Database Restore utility

From the Windows Start Menu, choose Programs → Symposium Call Center Server → Database Restore.

Result: The Database Restore dialog box appears.



With the backup tape in the tape drive, click Start Restore to restore the database.

Checking the restore status

The Database Restore utility creates a log file, named Restore.log, in the path D:\Nortel\data\backup\RestoreLogs. Use a text editor, like Notepad, to open the log file and check the status of the restore.

DMI View

Introduction

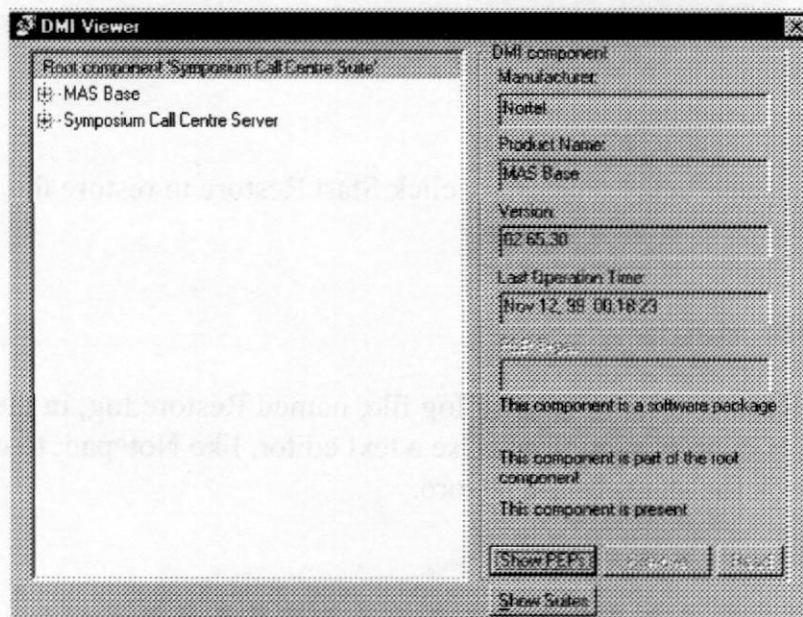
Use this utility to

- show the software suites that are managed by the Database Management Interface (DMI) and related information
- view and uninstall Product Enhancement Packages (PEPs) installed on the system (for detailed instructions, see “Uninstalling PEPs or Service Update packs from the server” on page 122)

To access the DMI View utility

From the Windows Start menu, choose Programs → Symposium Call Center Server → DMI View.

Result: The DMI Viewer window appears.

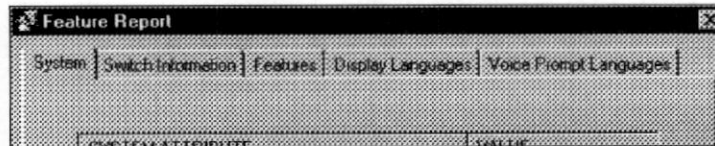


To view all installed PEPs, click Show PEPs.

Feature Report

Introduction

Use this utility to display system information and a list of installed features. The following illustration shows the Feature Report tabs:



Modifiable information

Only the Switch Information tab contains information that you can modify. All other tabs contain read-only information.

To start the Feature Report utility

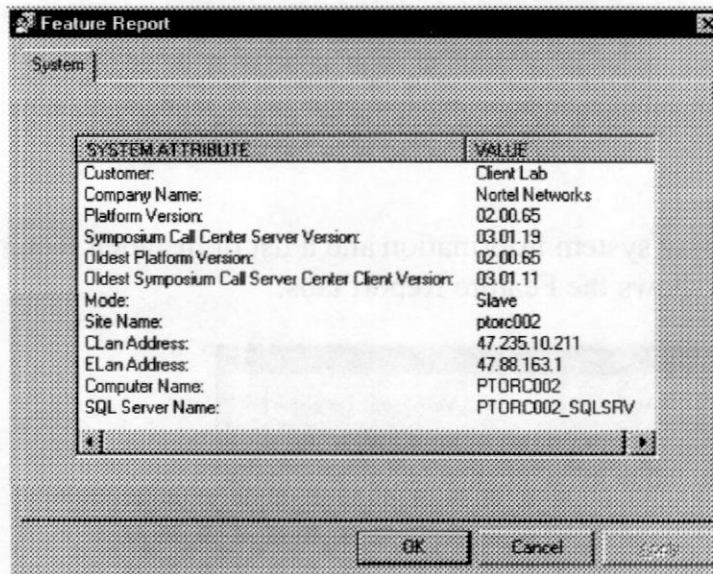
From the Windows Start menu, choose Programs → Symposium Call Center Server → Feature Report.

Result: The Feature Report window appears. See the following pages for a description and example of the Feature Report tabs.

Feature Report property pages

System

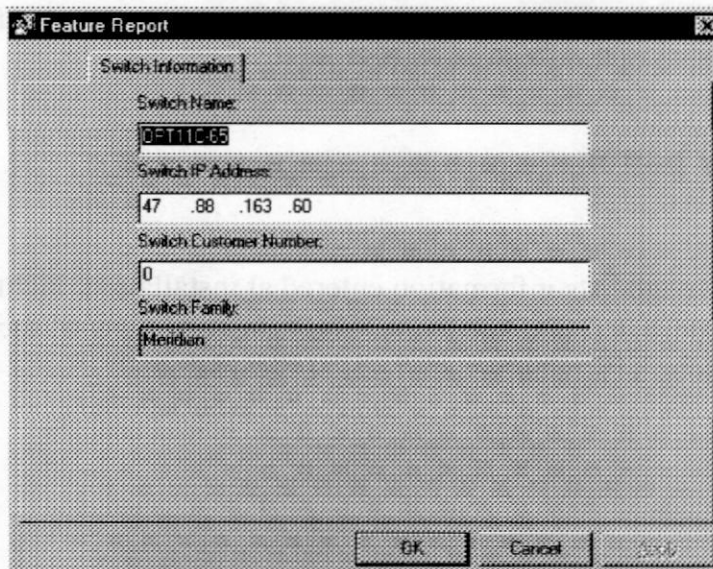
The System property page lists information entered at installation, including computer name, IP addresses, and site name. You cannot edit any of the items showing in this window, as it contains read-only information.



Note: In a networked environment, the NCC site name and IP address are automatically updated after the server is added to the list of sites on the NCC.

Switch Information

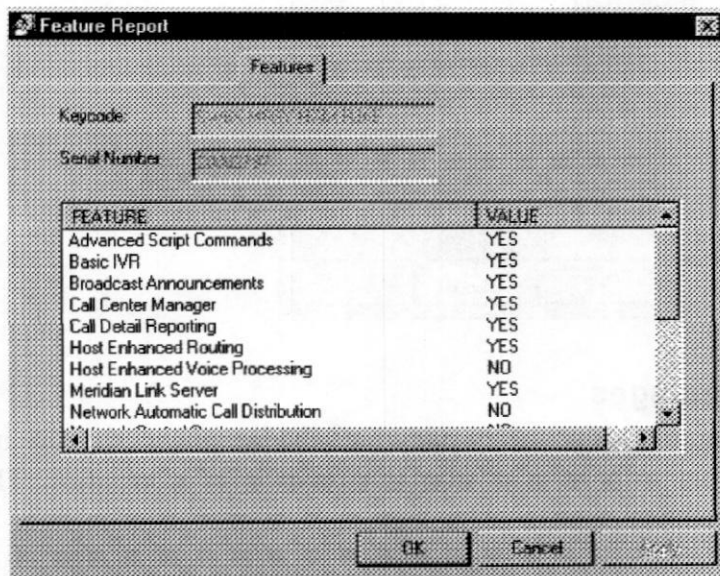
The Switch Information property page lists switch information and parameters. This information is entered during server software installation, but you can modify it after installation on this property page.



Features

The Features property page lists product features, and specifies which features are installed on the server. The features that are installed depend on what features were purchased and the keycode entered during server installation.

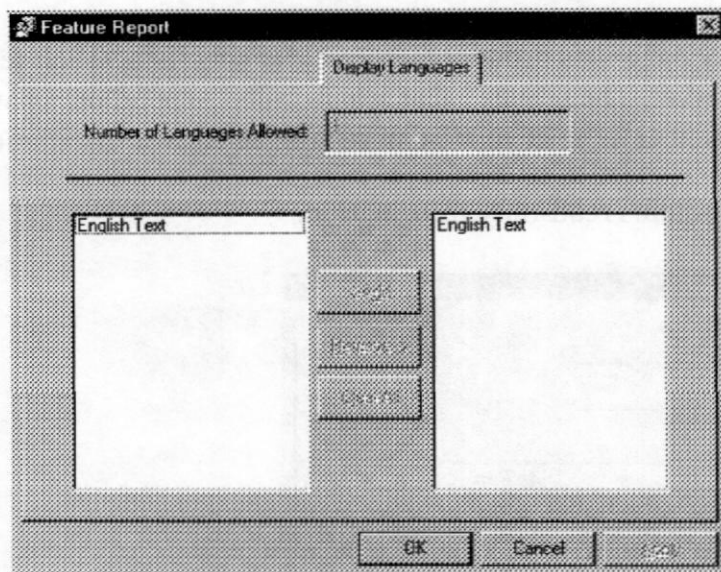
This property page contains read-only information.



Note: The value YES indicates that a feature is installed. The value NO indicates that the feature is not installed.

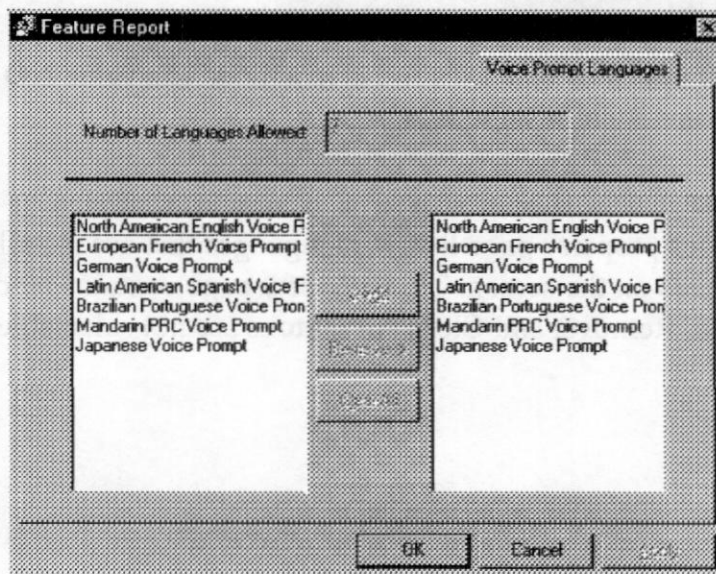
Display Languages

The Display Languages property page lists the languages that are installed for information that appears on the screen. This property page contains read-only information. The Add, Remove, and Clear All buttons are not selectable.



Voice Prompt Languages

The Voice Prompt Languages property page lists the languages that are installed for voice prompts. This property page contains read-only information. The Add, Remove, and Clear All buttons are not selectable.



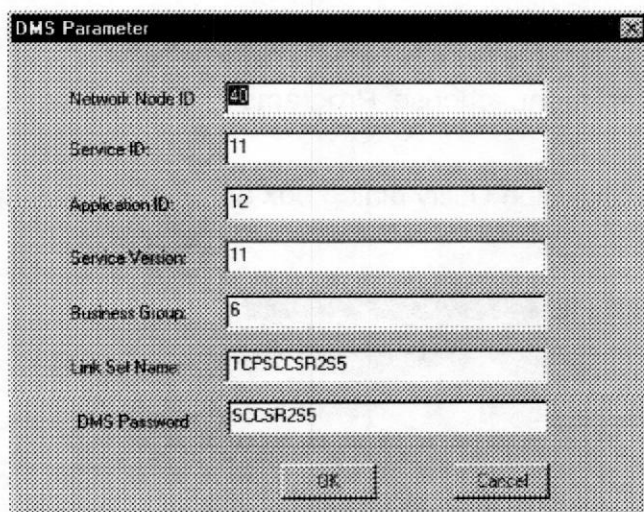
To view or change switch information

- 1 From the Windows Start menu, choose Programs → Symposium Call Center Server → Feature Report.
- 2 Select the Switch Information tab.

Result: The Switch Information tab appears. The following example is for a server connected to a Meridian 1 switch. For servers connected to an DMS/MSL-100 switch, the Switch Information tab shows different information.

- 3 Modify any switch information, if required.
- 4 For DMS/MSL-100 systems, click Edit DMS Switch Parameters. For Meridian 1 systems, there is no additional switch parameters screen.

Result: The DMS Parameter dialog box appears.



Network Node ID	40
Service ID	11
Application ID	12
Service Version	11
Business Group	6
Link Set Name	TCP5CCSR255
DMS Password	SCCSR255

- 5 Modify switch parameters, if required.
- 6 To save changes, click OK.

Result: The Switch Information tab appears.

- 7 To save changes, click OK.

Result: You are prompted to restart to save changes.

- 8 Restart the server.

Result: The switch information is now updated on the server.

Migration

Introduction

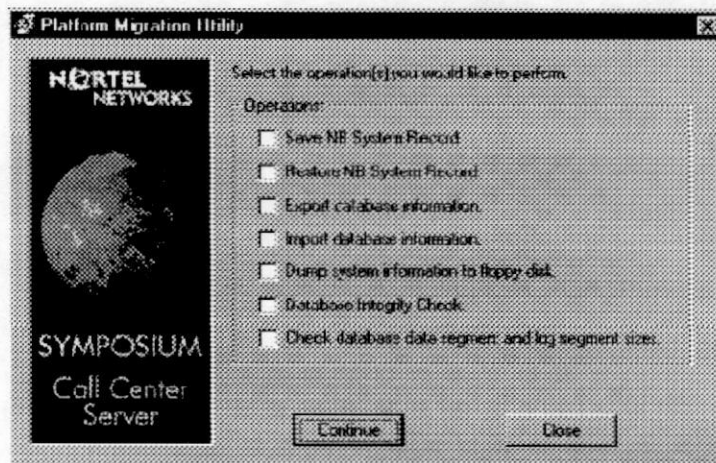
Use this utility

- to obtain system information in preparation for migrating to another hardware platform (for more information, see the *Migration Guide*)
- after installation, upgrade, conversion, or changes to the server configuration, to create a Platform Recovery disk (see “To create a Platform Recovery disk” on page 312)

To access the Migration utility

From the Windows Start menu, choose Programs → Symposium Call Center Server → Migration.

Result: The Platform Migration Utility dialog box appears, providing operations that you can perform.



Registry Maintenance

Introduction

Use this utility to perform a registry comparison between two remote machines, a remote and a local machine, or two subkeys on the local machine. This utility also has backup and restore capabilities.

The comparison picks up any difference between the two registry entries, such as values with the same name but different data, and values or subkeys that exist on one registry but not on the other. Filtering options are available.

To access the Registry Maintenance utility

From the Windows Start menu, choose Programs → Symposium Call Center Server → Registry Maintenance.

Result: The regexam window opens. From this window, you can perform the following tasks:

- Compare the registry on the server PC with the registry on a different PC.
- Compare the structure of the registry with the structure in an input file. Any differences between the two are noted, including different data and missing/extra keys/values. The input file is editable, and you can customize it to have a set or range of accepted values for certain keys instead of a fixed value.
- Write (dump) the structure of the registry starting from a given subkey. This option is an easy method for generating an initial input file for the detection option.
- Restore an earlier version of the registry.

Shutdown

Introduction

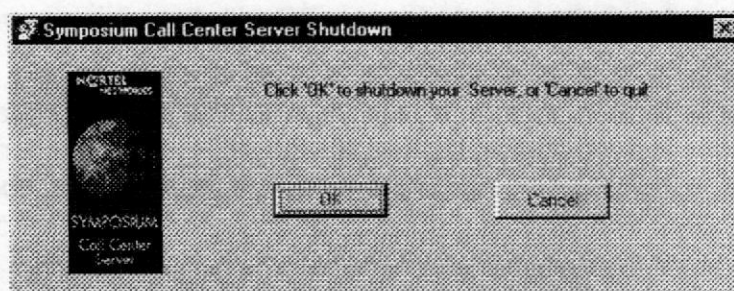
Use this utility to shut down Symposium Call Center Server services. Shutdown might be required prior to performing some maintenance activities.

This utility informs you about the state of each service and describes each action taken by the utility. At the end, the utility provides general information on whether the system is completely shut down and provides appropriate messages if there are services that cannot be shut down for some reason. The utility also reports any errors encountered during execution of the shutdown.

To shut down the server

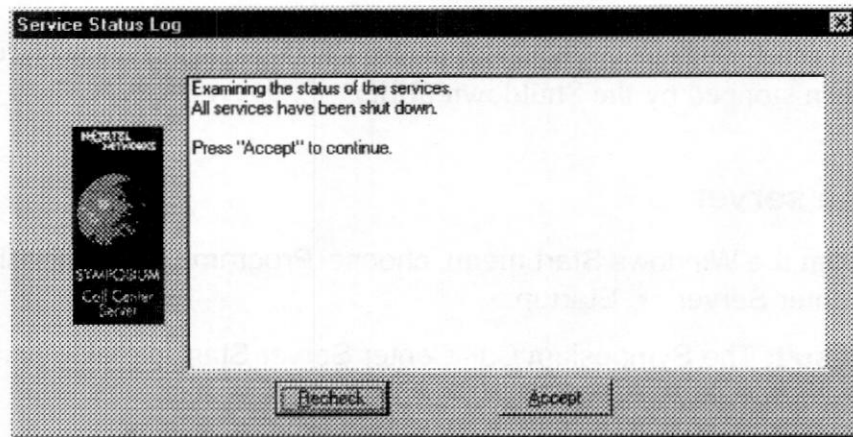
- 1 From the Windows Start menu, choose Programs → Symposium Call Center Server → Shutdown.

Result: The Symposium Call Center Server Shutdown dialog box appears.



- 2 Click OK.

Result: The utility shuts down all services, and then the Service Status Log appears. This log displays any services that failed to shut down. You can click Recheck to refresh the service statuses.



- 3 If any services are still running, use the control panel services icon to manually shut down the listed services and click Recheck to update the summary window.
- 4 Click Accept to exit the utility.

Startup

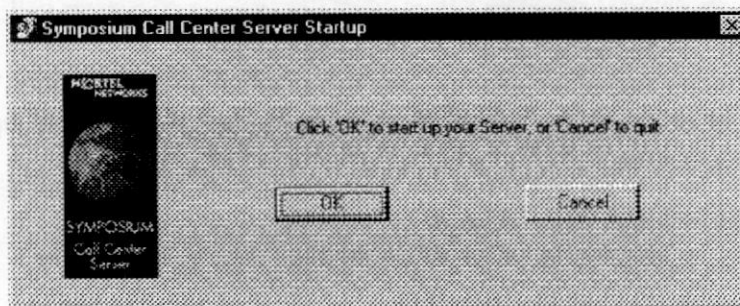
Introduction

Use this utility to start up the Symposium Call Center Server services after they have been stopped by the Shutdown utility.

To start up the server

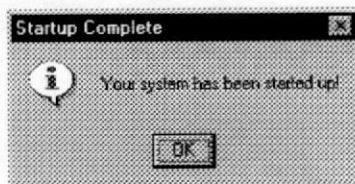
- 1 From the Windows Start menu, choose Programs → Symposium Call Center Server → Startup.

Result: The Symposium Call Center Server Startup dialog box appears.



- 2 Click OK.

Result: After all services have started, the Startup Complete dialog box appears.



System Information

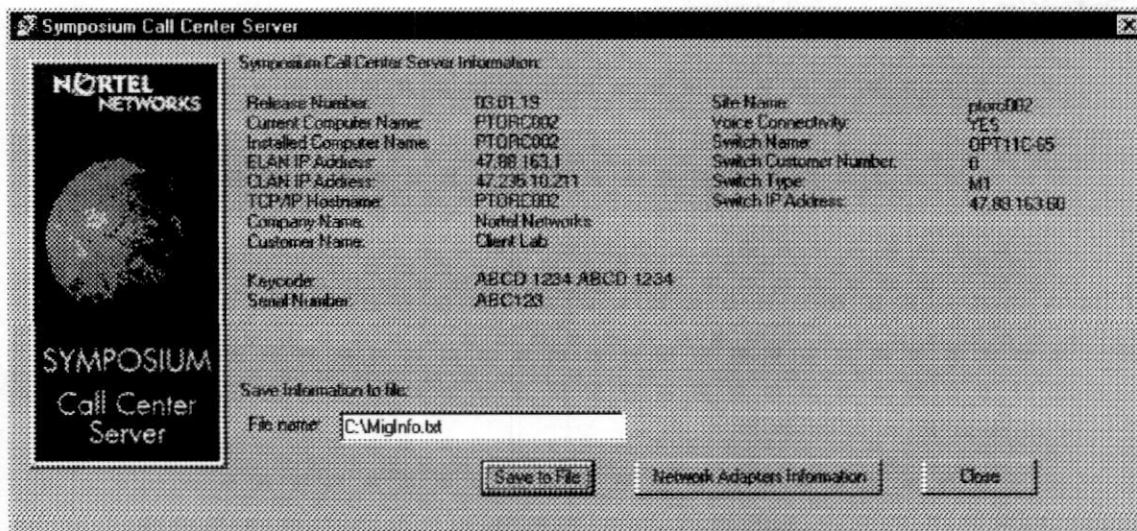
Introduction

Use this utility to view particulars about the Symposium Call Center Server System, such as names, IP addresses, and system numbers.

To access the System Information utility

From the Windows Start menu, choose Programs → Symposium Call Center Server → System Information.

Result: The Symposium Call Center Server information window appears.

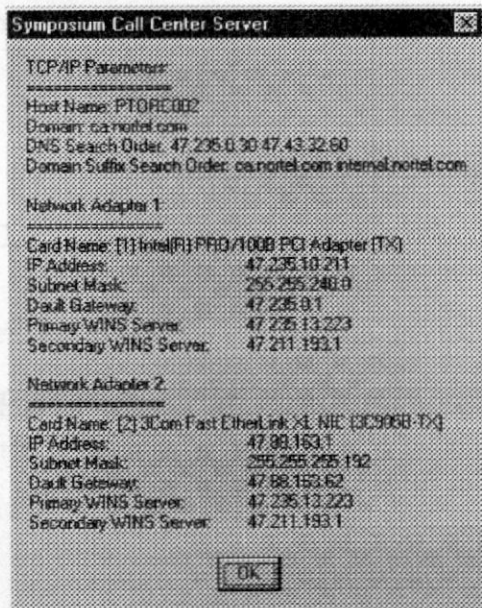


To use the System Information utility

Use this utility to view system information at a glance. You can also keep system information in a file on the computer or on a security floppy disk. To save a file, enter a path in the File name dialog box, such as C:\Mgtinfo.txt or A:\Mgtinfo.txt, and then click Save to File. A copy of all displayed information is saved in the file you just created.

To obtain Network Adapters Information

You can also obtain detailed information about network addresses by clicking Network Adapters Information. When you press this button, the following window appears:



After viewing the information on this screen, click OK to return to the System Information Utility main window.

Uninstall

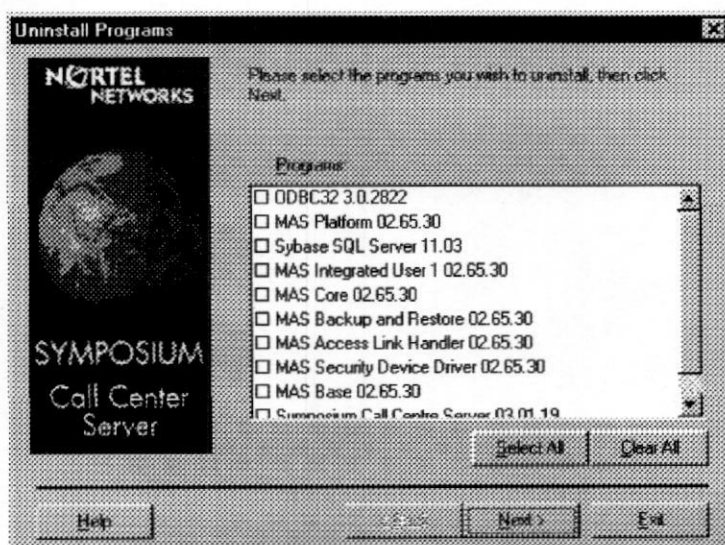
Introduction

Use this utility to uninstall the Symposium Call Center Server application. From the Uninstall main window, select the items you want to uninstall, and then click Next to start the uninstall wizard. (For detailed instructions, see “Uninstalling server software” on page 242.)

To use the Uninstall utility

- 1 From the Windows Start menu, choose Programs → Symposium Call Center Server → Uninstall.

Result: The Uninstall Programs window appears.



- 2 Click the items you want to uninstall, or click Select All.
- 3 Click Next and follow screen instructions from the uninstall wizard.

For more information on installing and uninstalling Symposium Call Center Server software, refer to “Installing the server software” on page 75 and “Installing the client from the distribution CD” on page 142.

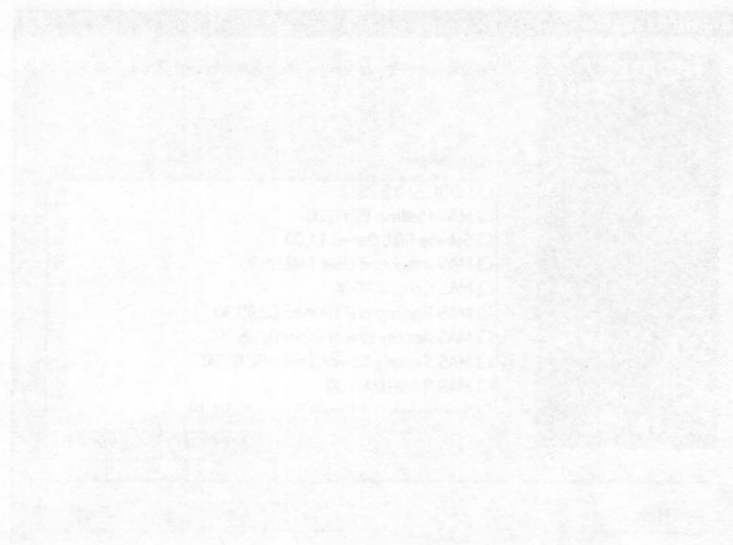
Uninstall

Information

Use this utility to uninstall the "Programs" and "Server" applications from the Uninstall menu. Select the items you want to uninstall, and then click "Next" to start the uninstall. For detailed instructions, see "Installing" or "Uninstalling" on page 141.

To use the Uninstall utility

1. From the Windows Start menu, click Programs -> Server -> Uninstall.
2. Result: The Uninstall Programs window appears.



3. Click the items you want to uninstall, or click Select All.
 4. Click Next and follow screen instructions from the Uninstall wizard.
- For more information on installing and uninstalling "Programs" and "Server" applications, refer to "Installing a server software" on page 13 and "Uninstalling the client from the destination PC" on page 141.

Chapter 15

Troubleshooting

In this appendix

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Troubleshooting installation problems

Introduction

To perform troubleshooting for the software installation, refer to the following chart. See “Other documents” on page 500 for more information and extended system-level troubleshooting.

When a system error occurs

For all errors, record the error messages, the system configuration, and actions taken before and after the error occurred. If the problem persists, contact your Nortel Networks customer support representative.

Troubleshooting chart for server installation problems

Symptom	Probable cause	Action
Error messages from the database setup during server installation.	Files copied incorrectly; other programs running on the server during installation.	■ Uninstall, and then reinstall the software. ■ Close any other programs running on the server (for example, Control Panel) before reinstalling.
Error messages at the end of the server software installation.	Files copied incorrectly.	Uninstall and then reinstall the software.
Blue screen appears during restart after pcAnywhere version 9.2 installation.	Incompatible video driver.	1 Press Reset to restart. 2 When prompted, select Windows NT VGA. 3 When the Last known configuration message appears, press Reset again. 4 Repeat steps 2 and 3 one more time. 5 When prompted, select Windows NT VGA. 6 Allow the server to start with the Last known good configuration. (After three failed restart attempts, pcAnywhere switches to Fault Tolerant start mode.) 7 If you see the message A video compatibility problem caused pcAnywhere to switch to the "Compatibility" video mode, click OK. 8 Uninstall pcAnywhere (see "Uninstalling pcAnywhere 9.2" on page 113).

Symptom	Probable cause	Action
		9 Change the video driver (see “To change the video drivers” on page 206). 10 Install pcAnywhere version 9.2 (see “Installing pcAnywhere version 9.2” on page 97). 11 If the problem is not resolved, contact your Nortel Networks customer support representative.
The following message appears when you try to configure pcAnywhere settings after uninstallation of version 8.02 and installation of 9.2: You do not have rights to modify this file.	This problem appears if pcAnywhere is installed on an NTFS drive and the pcAnywhere access rights for Windows NT users are set incorrectly.	1 Exit pcAnywhere. 2 Navigate to %Systemroot%\Profiles\All Users\Application Data\Symantec. %Systemroot% is the Winnt35 directory if your OS was upgraded from Windows NT 3.51 to Windows NT 4. Otherwise, %Systemroot% is the Winnt directory. 3 Select the pcAnywhere directory. 4 Right-click the directory icon, choose Properties, and then select the Security tab. 5 Click Permissions and, for Administrators, select Type of Access: Full Control. 6 Click OK to save changes. 7 Click OK to close the Properties window.

Symptom	Probable cause	Action
Server fails to initialize with the switch.	■ Incorrect switch parameters were entered during server installation. ■ For a DMS/MSL-100 switch, the dongle is not attached to the parallel port on the server.	Verify and change switch parameters defined on the server. See “Feature Report” on page 453. Connect the correct dongle to the port. Ensure the dongle ID matches the serial number entered during installation.

Troubleshooting chart for client installation problems

Symptom	Probable cause	Action
Error messages at the end of the client software installation.	Files copied incorrectly.	Uninstall and then reinstall the software.
Client upgrade resets halfway through the setup.	This error occurs if, during the client upgrade, you choose to upgrade common Microsoft DLLs.	Reinstall the software. When you are informed of a newer or read-only version of a common Microsoft DLL, click No. Do not upgrade the file, as this causes the upgrade to fail.

Symptom	Probable cause	Action
Client software fails to start.	Possible client path overflow problem. The maximum length of the path is a function of the environment size, which depends on other parameters. To detect this problem, compare the path in the autoexec.bat file with the path shown by executing the command "path" at the command prompt.	1 Try reducing the length of the directory path for installing the client application software, or uninstall another software application from the client PC. 2 Uninstall the Symposium Call Center Server client application, restart the client PC, and reinstall the Symposium Call Center Server client application.
Error message: Setup is not able to determine whether DMI service is running.	You are not logged on to the client PC as Administrator.	Log on to the client PC as Administrator, and start the installation again.

Further troubleshooting

For detailed maintenance and diagnostics procedures, refer to one of the following guides:

- *Meridian Application Server Installation and Maintenance Guide* for your server hardware platform
- *Symposium Call Center Server Administrator's Guide*

Troubleshooting network connection problems

Introduction

If the test described in “To test the ELAN and CLAN network connection” on page 67 fails, then follow these steps to verify that the server ELAN (and CLAN card, if present) are configured and identified correctly.

Note: If you want to verify that the 1.1.1.1 placeholder address has been assigned to the ELAN card and that the 2.2.2.2 placeholder address has been assigned to the CLAN card, you can perform these steps before you configure the ELAN and CLAN cards.

Requirements

- A laptop or PC that is near the server and can be connected directly to the server. In this procedure, the laptop or PC is referred to as the client PC.
- A direct connect (crossover) network cable that allows two PCs to be directly connected without a hub in between them.

To resolve the failed ping

- 1 Plug the crossover network cable into the network card in the client PC.
- 2 Plug the other end into the ELAN card in the server.
- 3 If you must restore the IP address information of the client PC after this procedure, then record the TCP/IP IP address, subnet mask, and gateway of the client PC.
- 4 Configure the client PC with an IP address that is part of the same subnet as the IP address assigned to the ELAN card.
Example: If the server ELAN card has the IP address 1.1.1.1, then assign the laptop or PC an IP address of 1.1.1.2.
- 5 Set the client PC to have a subnet mask of 255.0.0.0. Leave the gateway blank.

- 6 Open an MS-DOS prompt window on the client PC and try to ping the server ELAN card. For example, if the server ELAN card has the IP address 1.1.1.1, then type **ping 1.1.1.1** and press Enter.

If the ping test succeeds, then you know that you have correctly identified the ELAN card in the network control panel.

The other network card, if present, must be the CLAN card.

- 7 From the server, repeat the steps described in "To test the ELAN and CLAN network connection" on page 67. If the sanity test fails again, then verify that the network is set up correctly.

Note: In a system recovery situation that requires a Windows NT reinstallation, remove the CLAN card before installing Windows NT. When you install Windows NT, configure the only network card remaining—the ELAN card—in the server.

Troubleshooting the client-server connection

Introduction

If the client cannot connect to the server, it displays a dialog box with the message IP address is unreachable. Connection failed. Click OK to dismiss the dialog box, and follow the steps in this section to solve the problem.

ATTENTION

If you discover that you must change the server's CLAN or ELAN IP address, see "Changing the server IP address or site name" on page 445. You must make IP address changes in Symposium Call Center Server utilities as well as in the Network control panel.

Things to check first

1. Check that all network cables are securely attached to the client PC and server.
2. Make sure that the SMI system is configured properly. Select the system in the SMI Workbench, and choose File → System Properties. The IP address and name should match the CLAN IP address and site name, respectively, specified on the worksheet in "Server and client software installation information" on page 510.
3. From the client, try to ping the server's CLAN IP address. If you are using a dial-up connection, then establish the modem connection before pinging.

If the ping is successful, then the network is fine between the server and the client. If the pinging is not successful, then you might be using the wrong IP address for the server, or there might be a network problem.

To check the client PC

If using a dial-up connection to the server

- 1 Check that the Dial-Up Networking connection profile that you are using for the SMI system to connect to the server is set up correctly. Check that the dial-up connection information is correct (IP address for the server and phone number). For instructions on creating a dial-up connection profile, refer to the *Nortel Networks Symposium Call Center Server Software Administrator's Guide*.
- 2 Try to connect to other PCs on the local network to ensure that you are not having a local network problem.

If connecting to the server over the LAN

- 1 Check that the connection information for the SMI system is correct (IP address or computer name for the server). See "Adding an SMI system" on page 159.
- 2 Try to connect to other PCs on the LAN to ensure that you are not having a local network problem.

To check the server

- 1 Check that the network card TCP/IP addresses are correct. See "Configuring TCP/IP for ELAN, CLAN, and Remote Access Service" on page 45.

Note: If you must change the server's CLAN or ELAN IP address, see "Changing the server IP address or site name" on page 445.

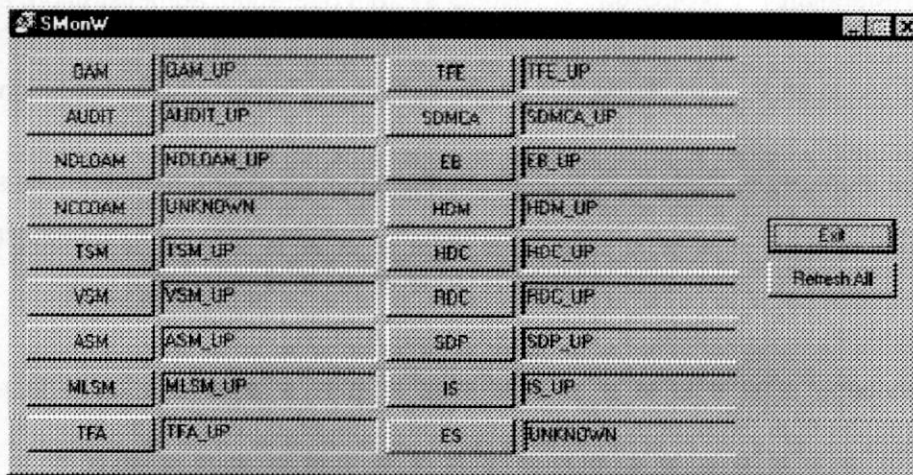
(The remaining steps apply only if the client is using a dial-up connection to the server)

- 2 Check that the client PC's IP address is in the range of IP addresses defined for Remote Access Service (RAS) on the server. See "Configuring TCP/IP for ELAN, CLAN, and Remote Access Service" on page 45.
- 3 Check that Remote Access Service is started. See "To verify that the RAS service is set to automatic" on page 36.

Troubleshooting problems with Symposium Call Center Server services

The System Monitor window

The System Monitor Window (SMonW) displays automatically on the server PC as the software loads. This window shows the status of services. Some services take a few minutes to become active. When all services are running properly on the Symposium Call Center Server, the SMonW window shows the status of server services as UP.



ATTENTION

Only one SMonW window should ever be open at any given time. More than one open SMonW window causes services to shut down.

If a service has to be reactivated or refreshed, then click Refresh All. To refresh individual services, click the appropriate button.

Symposium Call Center Server services

All of the Symposium Call Center Server functions are Windows NT services. Each service, as described in the following table, is started automatically by the Services manager when the server starts up. If networking is enabled, then the NDLOAM appears in the UP state. NCCOAM appears in the UP state only if your server is configured as an NCC.

Server service	Shown as	Purpose
Operations, Administration and Management	OAM	System operation, administration, and management
Auditing	AUDIT	Monitor function that manages all services
Network services (Meridian 1 only)	NDLOAM	Nodal system operation, administration, and management
Network services (Meridian 1 only)	NCCOAM	Network Control Center system operation, administration, and management
Telephony Service Manager	TSM	Telephony interface between switch and server
Voice Services Manager	VSM	Interface to Meridian Mail via ACCESS VOICE processing interface
Agent Skillset Manager	ASM	Agent and skillset handling
Meridian Link Services Manager	MLSM	Allows third-party applications to interface with Symposium Call Center Server
Task Flow Access	TFA	Allows third-party access via scripting commands (Data Exchange server)
Task Flow Executor	TFE	Executes all scripts and handles all calls
Statistical Data Manager Configuration	SDMCA	Manages all of the other statistical collection services
Historical Data Manager	HDM	Manages all of the historical data collected by HDC
Historical Data Collection	HDC	Collects all of the historical data
Real Time Data Collector	RDC	Collects and generates real-time statistics for displays
Statistical Data Propagator	SDP	Distributes incoming statistical data to the appropriate service
Intrinsic Services	IS	Manages skillset intrinsic data

Server service	Shown as	Purpose
Event Server	ES	Manages events

TFE does not come up after an upgrade or conversion

If the Task Flow Executor (TFE) does not appear in the UP state after an upgrade, then you must validate all scripts to correct the problem. For more information on validating scripts, refer to the *Symposium Call Center Server Scripting Guide* for your switch type.

TSM does not come up on my NCC server

This is normal. The Network Control Center, if present, performs only network administrative functions and does not perform any call processing. The telephony services manager (TSM), therefore, is not required. The only services that should be up are

- OAM
- AUDIT
- NCCOAM
- HDM

Other services do not come up

This problem can occur if you have more than one System Monitor Window open.

Troubleshooting problems with RSM

Introduction

If your web client real-time displays do not contain data, you must check

- whether the RSM server is running
- whether the RSM server has been registered
- whether the link between the client and the server is up

To troubleshoot RSM problems

- 1 From the Windows Start menu, choose Programs → Command Prompt.
- 2 In the DOS window, type **D:** and press Enter.
- 3 Type **CD \Nortell\ional\Orbix_2.3c02\bin** and press Enter.
- 4 To make sure that the server is running, type **psit** and press Enter.

Result: A list of active servers appears, similar to the following list. Make sure this list includes RtdMulticastServer.

[698: New Connection (NY,IT_daemon,*,SYSTEM,pid=119,optimised)							
Active servers at node PURPLE are :							
Name	Marker	Code	Comms	Port	Launch	PerClient?	OS-pid

RtdMulticastServer*		cdr	tcp	1591	manual	---	372
EventServer	*	cdr	tcp	1592	manual	---	604

- 5 To make sure that the server is registered, type **catit RtdMulticastServer** and press Enter.

Result: Server details appear for RtdMulticastServer, similar to the following:

```
[665: New Connection (NY,IT_daemon,*,SYSTEM,pid=119,optimised)
Server details for server : RtdMulticastServer
```

```
Comms      : tcp
Code       : cdr
Activation : shared
Owner      : sccs
Launch    : ;
Invoke    : ;all;
```

```
Marker      Launch Command
*           -- Persistent Launch Only --
```

- 6 To make sure that the server is registered, type **lsit** and press Enter.

Result: Details, similar to the following, appear:

```
[78: New Connection (PURPLE,IT_daemon,*,SYSTEM,pid=119,optimised)
```

```
Root directory
EventServer
```

- 7 To check the connection between the server and the client, type **pingit** and press Enter.

Result: Connection information, similar to the following, appears:.

```
[78: New Connection (NY,IT_daemon,*,SYSTEM,pid=119,optimised)
Trying to contact NY and it's running.
```


Troubleshooting other problems

Swap file usage exceeds 80%, or system is low on virtual memory

If the server has insufficient swap file space, a warning message appears, notifying you that it is low on virtual memory. You can also check swap file usage in the Performance Monitor. Swap file usage should not be consistently greater than 80 percent.

To increase swap file space to 368 Mbytes on a 1003t platform

If you have a 1003t platform, you can increase swap file space to 368 Mbytes. To do so, follow these steps:

- 1 Log on to Windows NT as Administrator.
- 2 In the Control Panel window, double-click System.
- 3 Click the Performance tab.
- 4 In the Virtual Memory section, click Change.
The Virtual Memory dialog box opens.
- 5 Select the drive containing your swap file.
- 6 If the swap file is located on drive D, ensure that the drive has at least 578 Mbytes of free disk space. (This ensures that at least 200 Mbytes of free disk space remains after you increase the swap file size.) If it does, continue with the following step.

If drive D does not contain 578 Mbytes of free space, select a different drive. Continue selecting drives until you find one with at least 378 Mbytes of free disk space. If you find a suitable drive, continue with the next step. (If you cannot find a drive with enough space, contact your Nortel Networks customer support.)
- 7 Under Paging File Size for Selected Drive, enter 368 for Initial Size, and 368 for Maximum Size.
- 8 Click Set, and then click OK.
Result: You return to the System Properties property sheet.
- 9 Click OK.

- 10 Click Yes when prompted to restart the PC.

On any other platform

If you have another platform, contact your Nortel Networks customer service representative.

Failure to restore system from a full backup tape

If you receive the message "Foreign Tape is displayed in the WinNT Backup utility," the problem can be caused by an incorrectly tensioned backup tape. Loose spots can cause the tape to skip past the tape drive heads. To ensure the tape is tensioned correctly, follow these steps:

- 1 Insert the backup tape into the tape drive.
- 2 Launch the Windows NT Backup utility.
- 3 From the Operations menu, choose Retention Tape.

Other documents

Introduction

For additional information related to Symposium Call Center Server, refer to “Related documents” on page 6.

For Windows information, refer to the following table:

Document name	Document number	Purpose
Windows 95 Documentation Set	Produced by and available from your local Microsoft distributor	• Windows 95 operating system troubleshooting
Windows 98 Documentation Set	Produced by and available from your local Microsoft distributor	• Windows 98 operating system troubleshooting
Windows NT Server Documentation Set	Produced by and available from your local Microsoft distributor	• Windows NT operating system troubleshooting